

OUR GIFT TO YOU

Standing Up for Care That Matters

Lehigh Valley Health Network Asks
UnitedHealthcare for a Fair Deal for Patients

As we enter a season that's meant to be about generosity, care and community, Lehigh Valley Health Network (LVHN), now part of Jefferson Health, faces a stark reality: UnitedHealthcare continues to put profits ahead of patients. For years, we've worked tirelessly to build a fair and sustainable relationship with United. Instead, we've been met with delays, broken promises and payment practices that undervalue the exceptional care we provide.

Since 2021, UnitedHealthcare has reduced reimbursement to LVHN by nearly 40 percent. We never agreed to that reduction.

In 2023, left with no recourse, LVHN initiated legal proceedings in an effort to make UnitedHealthcare honor the reimbursement rates they agreed to.

This is not about a rate increase or a renewal, but the correct application of rates that currently exist in LVHN's provider agreement with United.

To be clear: other Jefferson Health providers, including those in the Philadelphia region, will remain in-network with UnitedHealthcare for now. But this fight is bigger than one region—it's part of a troubling national trend where insurers rake in profits while hospitals struggle to keep vital services available to those we serve.

And now, United Healthcare appears to have stepped away from our efforts to negotiate. We've received no response to our proposed solutions, and scheduled meetings have been canceled without explanation or alternatives.

While UnitedHealthcare has stepped back from talking with us, we hope they are still taking calls from their members. We urge you to contact them directly at the customer service number located on the back of your health insurance card and ask them to work with LVHN to reach a fair agreement.

This holiday season, while United celebrates profits, we're standing up for something more important: fairness, transparency and the resources needed to deliver exceptional care.

Our community deserves better.

We won't stop fighting for it.

Learn more about other insurers that include Lehigh Valley Health Network clinicians for in-network care at LVHN.org/uhc

 **Lehigh Valley
Health Network**

part of  **Jefferson Health**